

VRS is best thing has ever ever happened to deaf and hard of hearing population. I use VRS frequently for personal and business. No more "hang-ups" compared to relay service using TTY. With VRS, we are able to express our true (voice) intonation and many more. Many "Hearing" customers/businesses often commented how wonderful and useful VRS is. It's a huge step for the deaf/hard of hearing population to have a total access to the world. Hence the famous saying, "One small step for man, one giant leap for mankind." I CANNOT imagine going back using TTY-relay service again. Please keep the VRS and maintain its quality. They did a WONDERFUL job - "if it's not broken, don't fix it."